Writing a Consumer Confidence Report (CCR)

Prepared by:
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Please mail your CCR along with your Certification of Delivery form to the Office of Drinking Water on or before July 1. The Office of Drinking Water will not accept faxed CCR copies.

The following information should serve as a guide when preparing your CCR. The Office of Drinking Water recommends that you attend their FREE Annual CCR training held each spring, and consults *the EPA's Guide to Preparing Your Drinking Water Consumer Confidence Report*, (http://www.epa.gov/safewater/ccr/pdfs/guide_ccr_forwatersuppliers.pdf) for more detailed information.

- Each CCR should include a report title at the top of the document i.e., 2011 Consumer Confidence Report for results of January – December 2010. Under the title, please also list the mailing address of your office, and the date that the report was written.

- Include the name of the person familiar with the report and his/her phone number, (such as the office manager or water system operator).

- Identify your water source as either groundwater or surface water and also identify the aquifer, if known.

- Include an address and date/times for the water board/city/hall/town hall/water plant meetings. For example: Meetings are held at (location) every third Wednesday of the month at 6 p.m.

The following six (6) statements must also appear in your report (order does not matter):

1. The Division of Public Health in conjunction with the Department of Natural Resources and Environmental Control (DNREC) has conducted source water assessments for nearly all community water systems in the state. Contact the office (your water system) (your phone #) regarding its availability and how to obtain a copy of this assessment. You may also review it on the website: http://www.wr.udel.edu/swaphome/index.html.

2. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (1-800-426-4791).

3. Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons, such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

4. The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

5. Contaminants that may be present in source water include: Microbial contaminants, such as viruses and bacteria; Inorganic contaminants, such as salts and metals, which can be naturally-occurring. Pesticides and herbicides, Organic chemical contaminant and radioactive contaminants.

6. In order to ensure that tap water is safe to drink, EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations established limits for contaminants in bottled water, which must provide the same protection for public health.

7. Other statements as needed.

Every CCR must also include required definitions of key terms that consumers will need to understand the contaminant data:

- Treatment technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

- Action Level (AL): The concentration of a contaminant which, if exceeded triggers treatment or other requirements which a water system must follow.

- Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

- Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below, which there is no known or expected risk to health. MCLGs allow for a margin of safety.

- Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below, which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.

In addition to the above definitions, please read and include the following information listed below:

- Must use a table format to include the correct results of contaminants. Do not report non-detects in the table.

- Report all violations, length of violation and educational or health effects language according to contaminant. Also report what action was taken to correct the problem.

- Report the highest number of Total Coliforms detected or the percent in one month.

- Do not include misleading or erroneous statements in the table or in the report narrative.

- Use proper CCR units to report data (mg/L, ppm, ppb, pCi/l, etc).

- Must list health effects statement(s) for a regulated contaminant violation.

- Must also list health effects statement(s) for a non-regulated contaminant that exceeded the MCL and/or AL.

- Must report the 90th percentile for the latest round of Lead (Pb) and Copper (Cu) samples, and the number of samples that exceeded the AL for Pb. The AL for Copper is 1.3 ppm and the AL for Lead is 15 ppb.

- List results for secondary standards such as: Iron, Sodium, Alkalinity, pH, Chloride, Hardness, Total Dissolved Solids (TDS), Sulfate, etc.

*Disclaimer

This guide was written as a check-list only. Please consult the EPA Guide for Preparing Your Drinking Water Consumer Confidence Report for more precise information.